

# MALCOLM EDWARDS



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Consultative Strategist · Systems Thinker · Collaborative Information & Process Clarity

## Professional Summary

Human-centered digital transformation leader with a decade of experience unifying cross-functional teams, and enabling enterprise-scale platforms for regulated and fast-evolving environments. A systems thinker and platform strategist, I specialize in turning complex service ecosystems into agile, AI-ready operations—by bridging people, process, and technology with clarity and precision. Recently extended this work into independent consulting engagements, enabling legal and service teams to leverage AI-supported processes, knowledge assets, and communication design. I champion solutions that are as intuitive as they are robust—building platforms people want to use.

## Core Capabilities

AI-Enabled Workflow Design & Automation  
ServiceNow Platform Architecture & Governance  
Business Process Optimization & Service Transformation  
Cross-Functional Stakeholder Alignment  
Agile Product Management & Continuous

Improvement  
Risk, Compliance, and Audit-Ready Service Delivery  
Cloud Integration (Azure), CI/CD, and DevOps Enablement  
Data-Driven Decision Support, Analysis & Reporting  
AI-Assisted Legal and Knowledge Workflow Design

## Independent Consultant – AI-Enabled Knowledge Design & Legal Services Process Analyst Feb 2025 – Present

- Data Quality & Information Architecture: Transformed client datasets through systematic cleaning and structuring processes, enhancing data reliability for business intelligence and strategic analysis.
- Analytics Training & Enablement: Delivered targeted instruction in Excel, Power BI, and descriptive statistics, empowering clients to independently conduct analysis using AI-assisted tools and methodologies.
- AI-Enhanced Communication Strategy: Designed and implemented AI-powered content generation frameworks for client teams, increasing billable efficiency while strengthening message clarity and consistency.
- Performance Management Systems: Developed comprehensive job performance rubrics and training materials based on stakeholder consultation, establishing clear metrics for skill assessment and professional development.
- Visual Content Development: Produced AI-assisted graphics and illustrated materials for internal communications and customer-facing campaigns.

## Digital Workflow Program Manager | Platform Manager & Architect (ServiceNow)

H&R Block | Mar 2016 – Jan 2025

### Strategic Process Enablement & Leadership

- Led enterprise-wide modernization of IT and business workflows through ServiceNow platform development, increasing service velocity and reducing manual overhead across multiple departments.
- Owned strategic roadmap for IT Service Management (ITSM), enabling transformation from reactive service delivery to predictive, policy-driven operations aligned with ITIL v4.
- Directed CMDB, Change, Knowledge, Incident, and Problem Management capability evolution in support of cloud migration to Microsoft Azure.

### AI & Automation Integration

- Embedded GenAI into post-incident operations to automate log synthesis, accelerate root cause analysis (RCA), and standardize major incident and Problem Management documentation.
- Integrated CI/CD pipelines with Change Management workflows, reducing deployment-related outages and increasing compliance with audit requirements.
- Developed event- and data-driven workflows using low-code ServiceNow tooling and managed developers, ensuring transparency and real-time observability for service teams and customers.

### Product Management & Platform Scaling

- Served as Product Manager and Scrum Master across multi-release Agile programs; maintained backlogs, release pipelines, and platform governance frameworks.
- Implemented and scaled enterprise-wide modules (Case Mgmt, GRC, HR, Vendor Risk, Vulnerability) and cross-platform integrations (IT Asset, RPA, Facilities), accelerating operational maturity across business units.

#### Risk, Compliance & Control Design

- Designed and delivered operational audit-ready workflows and controls in alignment with GDPR, HIPAA, SOX, SOC2, CCPA/CPRA, AML, FINRA, KYC, and GLBA frameworks.
- Developed real-time compliance dashboards supporting service owners, auditors, and execs with risk visibility and actionable insights.
- Trained cross-functional teams in ServiceNow vulnerability management, access review cycles, and secure firewall/whitelisting workflow and service delivery practices.

#### Business Partnership & Service Leadership

- Platform Manager, Architect, Admin, and Process Champion for ServiceNow; strategic advisor to business leadership and compliance teams.
- Collaboration facilitator to IT and business through service reviews, major incident retrospectives, and roadmap workshops.
- Mentored service owners, business analysts, and engineers on intelligent workflow design, compliance integration, and KPI-aligned process improvement.

### **IT Service Management Manager, Software Quality Assurance Manager | UMB Bank, NA Sep 2006 – Oct 2015**

#### Systems & Process Leadership

- Directed QA, Service Desk, and ITSM teams. Administered ServiceNow platform. Managed core ITIL practices including Incident, Change, Configuration/CMDB, Request/Service Catalog, and Problem Management
- Aligned delivery with Agile practices, employing project and delivery performance measures to accelerate capability adoption
- Transformed IT Service Desk into a career-development hub, improving delivery maturity, responsibility, and morale across IT operations.
- Managed enterprise adoption of proactive problem management and CMDB service mapping,

#### Quality Assurance & GRC Enablement

- Designed and managed dashboards for Test Management, Service Desk and IT/ESM Request Fulfillment performance, and Incident/Change reporting, enabling data-driven risk-informed decision-making
- Introduced requirements-based testing, test data modeling, production telemetry-informed system integration testing, database testing, scenario based load and performance testing practices, improving test coverage and effectiveness.

### **Skills & Tools**

#### **Data, AI & Analytics**

- Tools: Power BI, Tableau, Excel, SQL, Looker, KQL, Grafana
- AI/ML Platforms: ChatGPT, Claude, Gemini, CoPilot, Mathematica (LLM, ML), Azure AIOps
- Methods: Data Modeling | Predictive Analytics | Process Mining | Incident Clustering | Telemetry Analysis
- Spatial/GIS Analysis: Cartography, Census & Demography Tools

#### **Enterprise Platforms & ITSM**

- Platforms: ServiceNow (Architecture, Admin, Platform Owner), BMC, Rapid7, iOffice
- Modules: ITSM, HR, GRC, Legal, Vendor Risk, Vulnerability, Facilities, Case Mgmt, CSDM, CMDB, Discovery
- Cloud & Infra: Azure, Azure Portal, Databricks | CI/CD Pipeline Integration

#### **Education**

- University of Missouri — MA, Geography
- Washington University in St. Louis — BA, Spanish and Portuguese
- Modern Language Center, Amman, Jordan — Arabic Language Study

### **LANGUAGES**

Portuguese (fluent)

Spanish(fluent)

Levantine Arabic (intermediate)